

The following table is an EXAMP LE of the Customer Satisfaction Survey that Service Members sho uld complete after the carrier delivers their h ousehold goods. To comp lete th e actual CSS, you must login and complete th e survey on-line either throug h the lin ks on the Defense Personal Property Program Customer Satisfaction Survey homepage (hit you r browser’s Back button) or through a link you receive in your email.

Section I: The Origin Personal Property Office (i.e. PPPO or PPSO)	
1. Evaluate the service provided by the Government's origin Personal Property Office that assisted you with making the arrangements for your personal property shipment (i.e. initial contact, ease in contact, appointment availability, customer service, counseling, answering questions, etc.).	<div><input type="radio"/> Excellent (60 pts)</div> <div><input type="radio"/> Good (45 pts)</div> <div><input type="radio"/> Satisfactory (30 pts)</div> <div><input type="radio"/> Poor (15 pts)</div> <div><input type="radio"/> Unsatisfactory (0 pts)</div>
2. Evaluate how well the personal property shipment pick-up date arranged by the Government's origin Personal Property Office met your requirements.	<div><input type="radio"/> Excellent (20 pts)</div> <div><input type="radio"/> Good (15 pts)</div> <div><input type="radio"/> Satisfactory (10 pts)</div> <div><input type="radio"/> Poor (5 pts)</div> <div><input type="radio"/> Unsatisfactory (0 pts)</div>
3. Evaluate how well the personal property shipment delivery date arranged by the Government's origin Personal Property Office met your requirements.	<div><input type="radio"/> Excellent (20 pts)</div> <div><input type="radio"/> Good (15 pts)</div> <div><input type="radio"/> Satisfactory (10 pts)</div> <div><input type="radio"/> Poor (5 pts)</div> <div><input type="radio"/> Unsatisfactory (0 pts)</div>

Section II: The Transportation Provider (i.e. the movers)

4. Evaluate services provided at origin such as the quality of packing, labeling, and organizing of the packing crew:	<ul style="list-style-type: none"><input type="radio"/> Excellent (12 pts)<input type="radio"/> Good (9 pts)<input type="radio"/> Satisfactory (6 pts)<input type="radio"/> Poor (3 pts)<input type="radio"/> Unsatisfactory (0 pts)
5. Evaluate services provided at origin such as the care, courtesy, and attitude of the loading crew:	<ul style="list-style-type: none"><input type="radio"/> Excellent (12 pts)<input type="radio"/> Good (9 pts)<input type="radio"/> Satisfactory (6 pts)<input type="radio"/> Poor (3 pts)<input type="radio"/> Unsatisfactory (0 pts)
6. Evaluate how satisfied you were with the timeliness of the pickup of your personal property by the Transportation Provider (mover).	<ul style="list-style-type: none"><input type="radio"/> Excellent (12 pts)<input type="radio"/> Good (9 pts)<input type="radio"/> Satisfactory (6 pts)<input type="radio"/> Poor (3 pts)<input type="radio"/> Unsatisfactory (0 pts)
7. Evaluate services provided at <u>destination</u> such as the care, courtesy, attitude of the crew, unloading, and unpacking.	<ul style="list-style-type: none"><input type="radio"/> Excellent (12 pts)<input type="radio"/> Good (9 pts)<input type="radio"/> Satisfactory (6 pts)<input type="radio"/> Poor (3 pts)<input type="radio"/> Unsatisfactory (0 pts)

8. Evaluate how satisfied you were with the timeliness of the <u>delivery</u> of your personal property by the Transportation Provider (mover).	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
9. Evaluate your <u>overall satisfaction</u> with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, including any follow-up	<input type="radio"/> Excellent (40 pts) <input type="radio"/> Good (30 pts) <input type="radio"/> Satisfactory (20 pts) <input type="radio"/> Poor (10 pts) <input type="radio"/> Unsatisfactory (0 pts)

Section III: The Destination Personal Property Office (i.e. PPPO or PPSO)

10. Evaluate how satisfied you were with the destination Personal Property Office that may have assisted you in arranging the delivery of your household goods (i.e. initial contact, ease in contact, customer service, answering questions, etc.). If you were not in contact with, or did not use the destination Personal Property Office, please answer Not Applicable	<input type="radio"/> Excellent (100 pts) <input type="radio"/> Good (75 pts) <input type="radio"/> Satisfactory (50 pts) <input type="radio"/> Poor (25 pts) <input type="radio"/> Unsatisfactory (0 pts) <input type="radio"/> Not Applicable
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Section IV: Quality of Life

11. Did your command allow you enough time at origin and destination to schedule and coordinate your move?	<input type="radio"/> Yes <input type="radio"/> No
12. Do you plan to file a claim for loss or damage?	<input type="radio"/> Yes <input type="radio"/> No